

Basic Health Plan Navigation

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Our Time Together



Company Introduction

What we do and why



Coordinated Care Organization/Health Plan

Structural overview of the role



Medicaid Benefits & Services

What's available and how to access them



Medicare Benefits & Services

What's available and how to access them



WHAT WE DO



For two decades, CareOregon has focused on quality health care and providing access to a broad provider network. We put members at the center of all our decisions.



Medicaid


Serving 250k+ Oregon Health Plan beneficiaries



Medicare Advantage

Serving 12k+ Dual-eligible Medicare beneficiaries in six counties

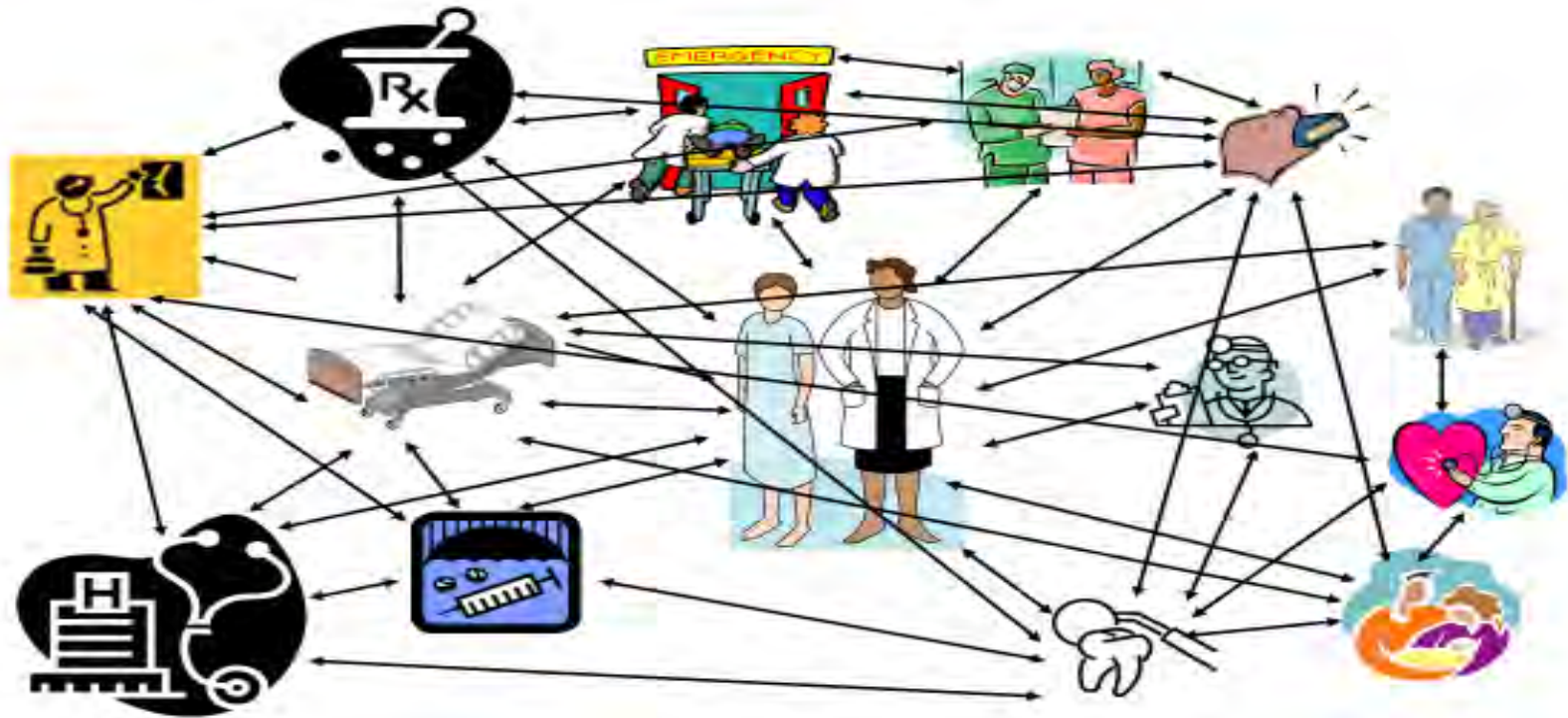




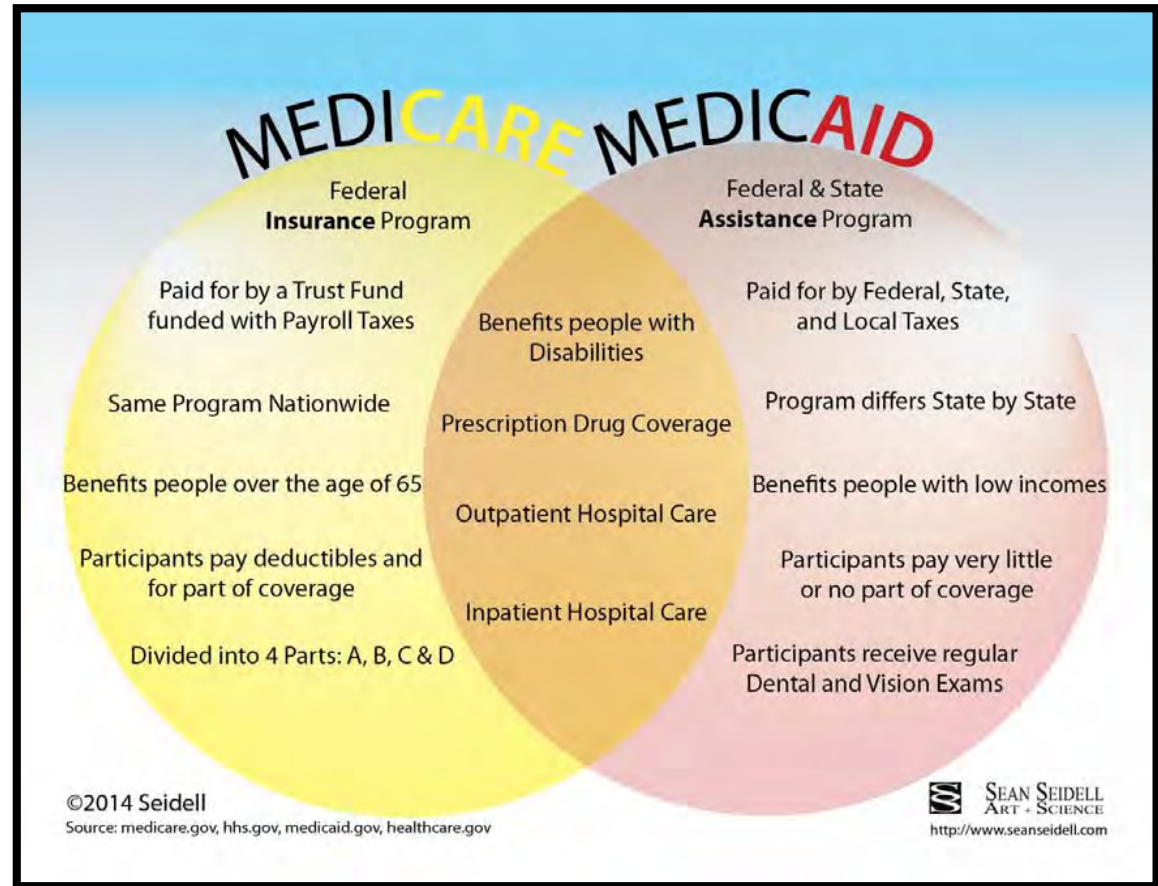
“Of all the forms of
inequality, injustice in
health care is the
most shocking and
inhumane.”

— *Martin Luther King Jr.*





Uninsured Private Insurance Public Insurance





- Administered by the Oregon Health Authority (OHA)
- Free
- Low Income
- Physical, Behavioral and Oral Health



(State Medicaid)

- Individuals who are incarcerated
- Tribal Members
- “Open Card”

10-14 day waiting period

(Managed Medicaid)

- Coordinated Care Organization (CCO)
- Responsible for ensuring members have access to all Medicaid/OHP covered benefits and services



It helps to think of Medicaid in Oregon like a pyramid

Oregon Health Authority (OHA) runs the Medicaid program for the entire state of Oregon, which is called the Oregon Health Plan (OHP).

The logo for the Oregon Health Authority, featuring the text "Oregon Health Authority" in a blue serif font.

Health Share of Oregon (HSO) is what's called a coordinated care organization (CCO). Health Share of Oregon works under OHA to serve OHP members in the tri-county area.

The logo for Health Share of Oregon, featuring the text "health share" in white lowercase letters on a green background, with "Health Share of Oregon" in smaller text below.

CareOregon is one of several insurance providers in the tri-county area that help Health Share CCO deliver care.

The logo for CareOregon, featuring a stylized orange icon of two overlapping circles above the text "CareOregon" in a white sans-serif font.

Your healthcare providers coordinate your care with CareOregon and other healthcare teams like nurse practitioners, behavioral health and dental providers, pharmacists and others.



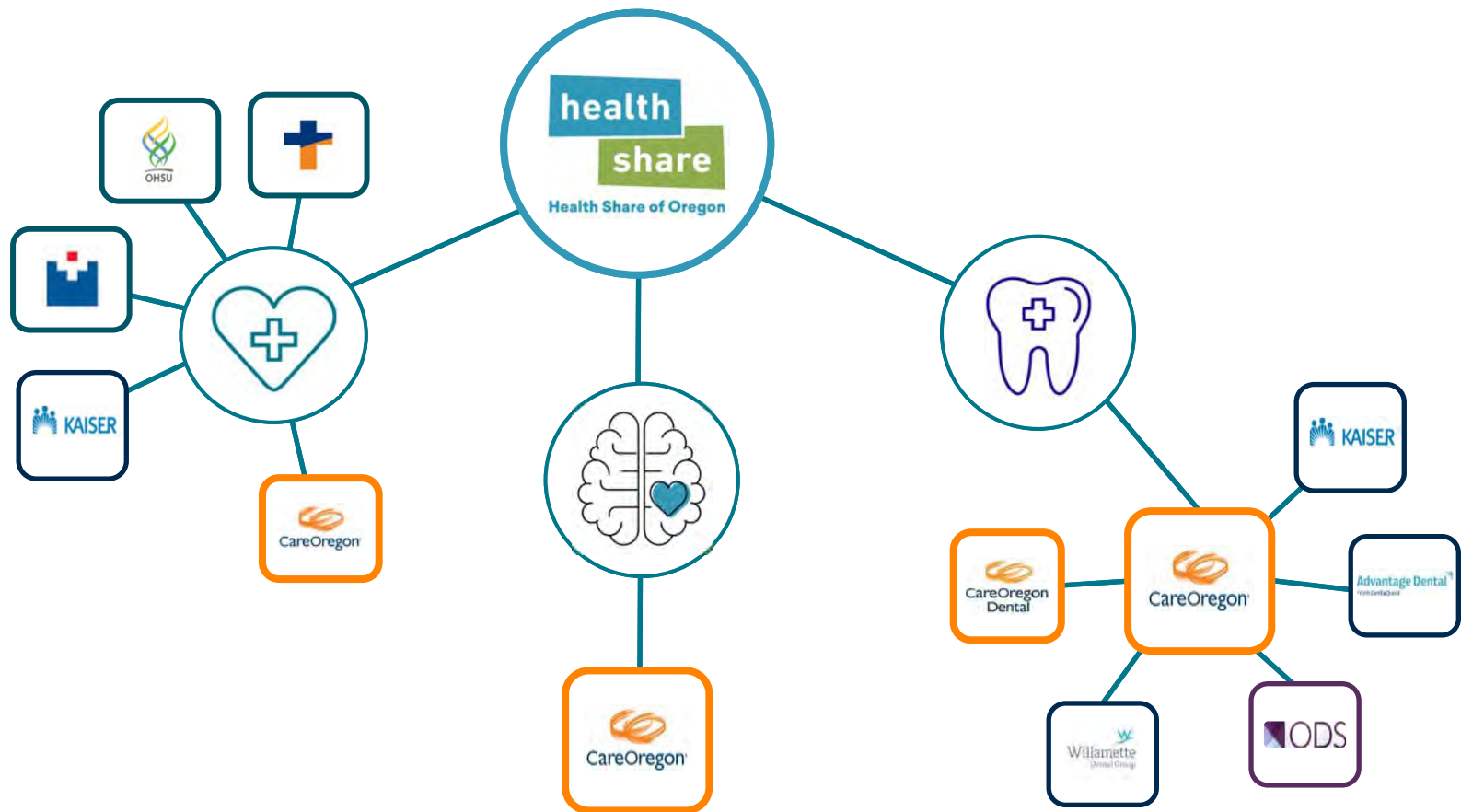
Coordinated Care Organization

Name **JANE DOE** SEP 2020
Member ID **ABC1234** Language **ENGLISH**

For urgent care, call your PCP 24 hours/day
In an emergency, call 911 or go to the hospital

Health Share of Oregon
www.healthshareoregon.org
503-416-8090 or 888-519-3845
TTY/TDD 711





Physical Health



The graphic is a blue rectangular box with white and yellow text. It is divided into three sections by horizontal lines. The top-left section is for the Physical Health Plan, the top-right for the Dental Health Plan, and the bottom for the Mental Health & Substance Use Plan. Each section includes the name of the plan, the CareOregon logo, a phone number, and a TTY/TDD number. The Physical Health Plan section also includes the RxBIN/Rx PCN and Rx Grp. The Physical Health Plan section is circled in orange. The Dental Health Plan section has a tooth icon. The Mental Health & Substance Use Plan section has a brain icon.

Physical Health Plan 
CareOregon
800-224-4840
(TTY/TDD 711)
RxBIN/Rx PCN: 610011/IRX Rx Grp: CORMCAID
Primary Care Provider (PCP)
PHYSICAL HEALTH CLINIC 503-000-0000

Dental Health Plan 
CareOregon Dental
888-440-9912
(TTY/TDD 711)
Primary Dental Provider (PDP)
DENTAL CLINIC 800-000-0000

Mental Health & Substance Use Plan 
CareOregon 503-416-4100

Examples of PH Services:

- Primary Care Provider (PCP) Visits
- Preventive Care (annual check-ups, immunizations, flu shots, certain screenings, etc.)
- Specialist Provider Access
- Inpatient and Outpatient Hospital
- Emergency Department & Urgent Care
- Transgender Services
- Supplies/Durable Medical Equipment (DME)



Durable Medical Equipment (DME) & Supplies



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Oral Health



Physical Health Plan  **CareOregon**
800-224-4840
(TTY/TDD 711)
RxBIN/Rx PCN: 610011/IRX Rx Grp: CORMC/ID

Dental Health Plan  **CareOregon Dental**
888-440-9912
(TTY/TDD 711)

Primary Care Provider (PCP) **PHYSICAL HEALTH CLINIC** 503-000-0000

Primary Dental Provider (PDP) **DENTAL CLINIC** 800-000-0000

Mental Health & Substance Use Plan  **CareOregon** 503-416-4100

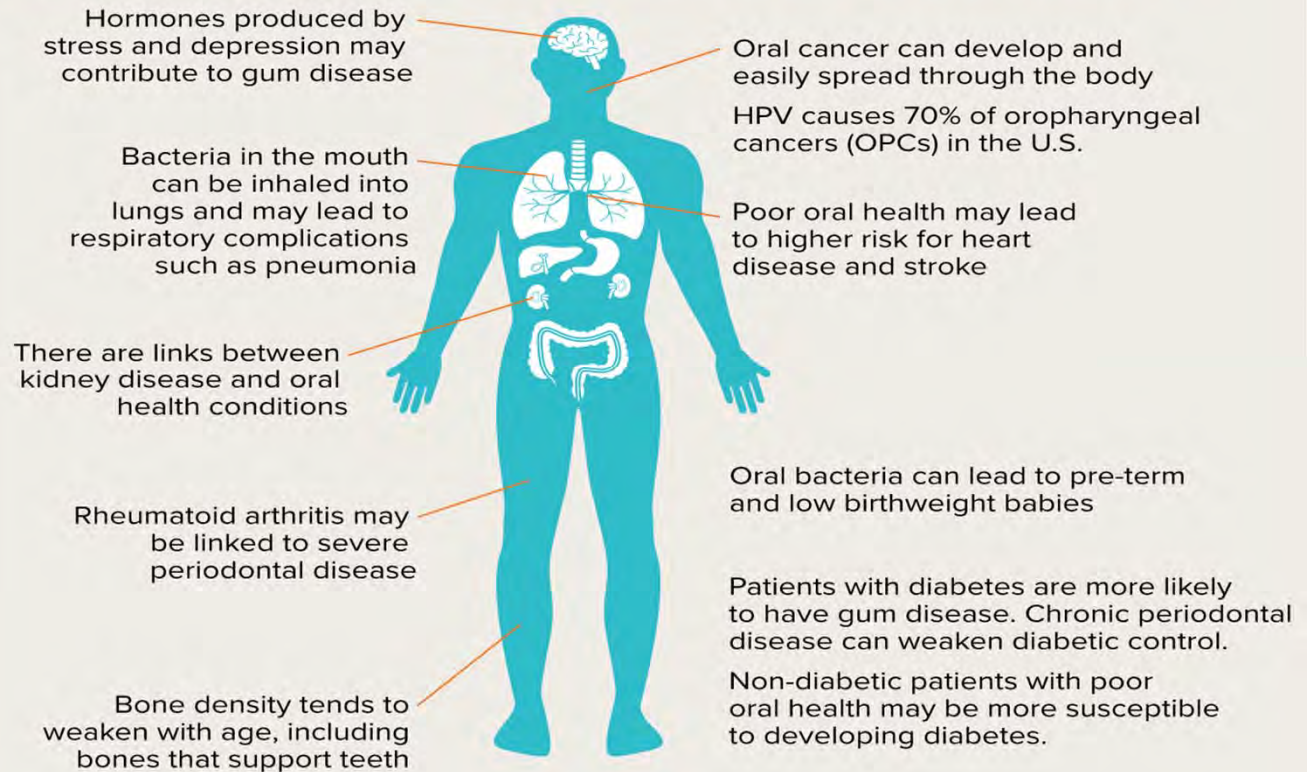
Examples of Oral Health Services:

- Preventive visits and dental exams
- X-rays, cleanings, fluoride varnish
- Fillings, dentures, limited crowns
- Sealants
- Deep cleaning for gum disease
- Extractions
- Limited root canals
- Urgent and specialty dental treatment



The mouth is part of the body

Systemic relationships of oral health and overall health



Behavioral Health



A blue rectangular card with white and yellow text. It is divided into three sections. The top left section is for the Physical Health Plan, featuring a white cross icon. The top right section is for the Dental Health Plan, featuring a white tooth icon. The bottom section is for the Mental Health & Substance Use Plan, featuring a white brain icon. The text in the Physical Health Plan section includes 'CareOregon', '800-224-4840', '(TTY/TDD 711)', and 'RxBIN/Rx PCN: 610011/IRX Rx Grp: CORMCAID'. The Dental Health Plan section includes 'CareOregon Dental', '888-440-9912', and '(TTY/TDD 711)'. The Physical Health Plan section also includes 'Primary Care Provider (PCP) PHYSICAL HEALTH CLINIC 503-000-0000'. The Dental Health Plan section also includes 'Primary Dental Provider (PDP) DENTAL CLINIC 800-000-0000'. The Mental Health & Substance Use Plan section includes 'CareOregon 503-416-4100'. An orange oval highlights the 'CareOregon 503-416-4100' text.

Physical Health Plan  **CareOregon**
800-224-4840
(TTY/TDD 711)
RxBIN/Rx PCN: 610011/IRX Rx Grp: CORMCAID

Dental Health Plan  **CareOregon Dental**
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Primary Dental Provider (PDP) **DENTAL CLINIC** 800-000-0000

Mental Health & Substance Use Plan  **CareOregon** 503-416-4100

Examples of Behavioral Health Services:

- Psychiatric Evaluation and Medication Management
- Psychological Testing
- Counseling
 - Child & Family
 - Adult
- Substance Use Disorder (SUD) Treatment

Some services may require referral from a Primary Care or Behavioral Health Provider.

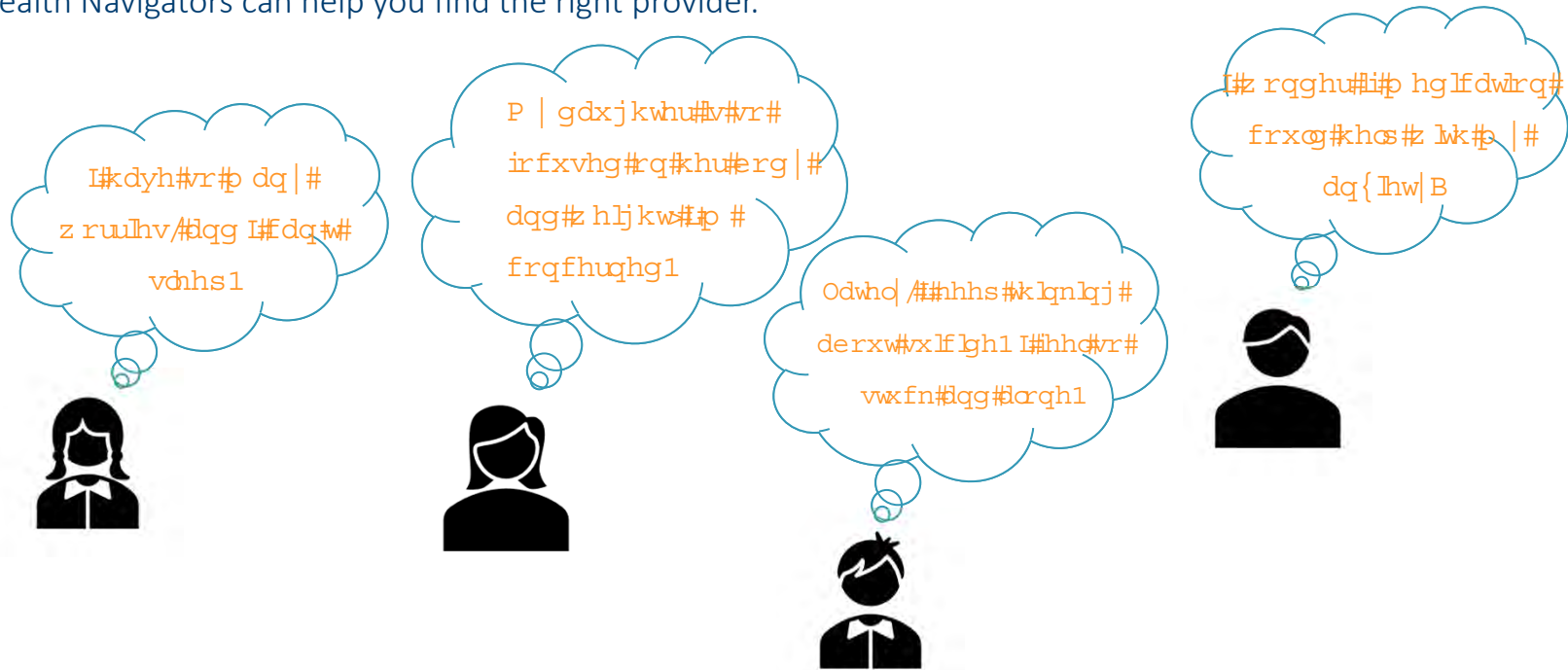
CareOregon navigation specialists can speak with you about your needs and next steps.



There are many reasons you may seek help.

CareOregon has a network of Providers who can help with your needs.

Our Health Navigators can help you find the right provider.



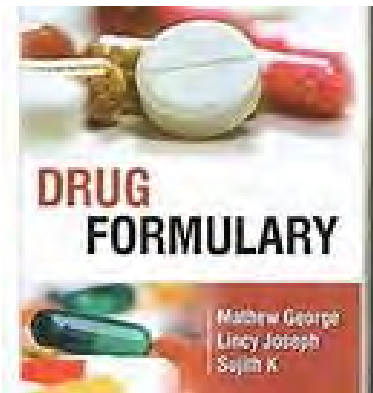
Slide 16

ND1

I was thinking real broadly here. Depending on who is speaking to this slide it could be a visual to talk about ALL the reasons we may need to get help.

Nina Danielsen, 11/25/2020

Pharmacy and Prescription Drug Benefits



Medicaid/OHP members should not have to pay for covered medications



Covered medications are those medications on the formulary

Currently with COVID most medications are available for 90-day supply





- Is my prescription covered by CareOregon?
- Does my prescription require pre-approval or has limits?
- We cover some over-the-counter (OTC) drugs such as aspirin, dramamine, cetirizine.
- Need prescription from your provider.



Access to Care

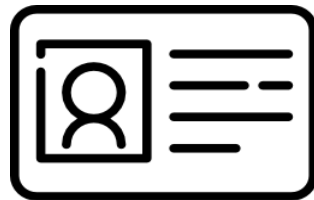
Language Access



Care Coordination



Health Related Services



Non-Emergent Medical Transportation





Language Access

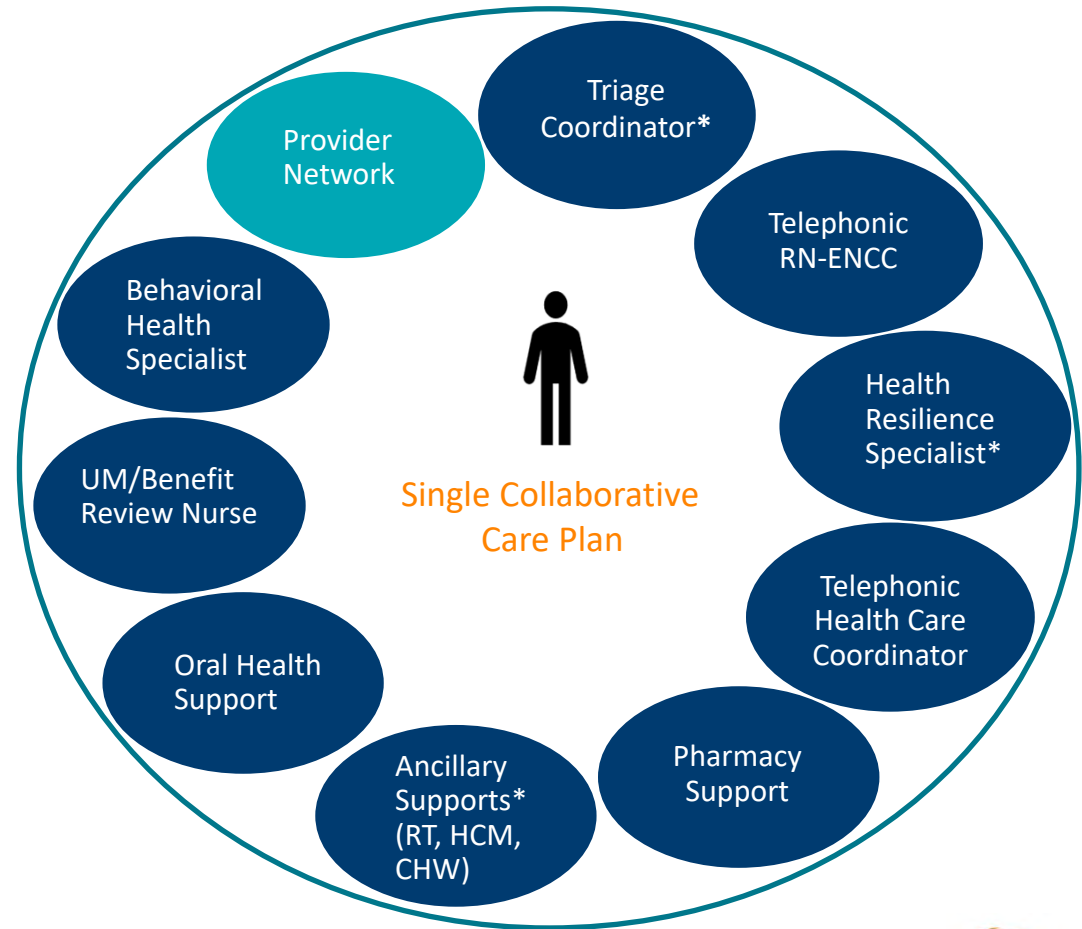
Title VI

“ No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance. ”



What is Care Coordination?

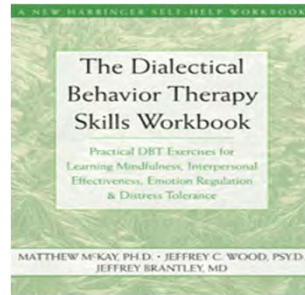
Patient-focused multidisciplinary team, dedicated to working with clinical partners to **coordinate services and resources** for patients and providers.



*CareOregon community-based supports



Health-Related Services



careoregon.org

Non-Emergent Medical Transportation

A free service to OHP members who need help getting to/from medical appointments. More info at www.RideToCare.com



Public transportation

For members who can take transit



Mileage reimbursement

For members with access to a vehicle



Vehicle-provided rides

For members unable to use transit or mileage reimbursement

To schedule a ride, call 1.855.321.4899

Each time you call, we will need the following information.

- First and Last Name
- Date of Birth
- Health Share of Oregon Medicaid ID #
- Date and Time of your Appointment
- Full Start and Destination Address
- Facility Name, Dr.'s Name, Dr.'s Phone #
- Medical Reason for Visit
- Round Trip or One-Way Trip



Medicare 101

Medicare is a federal health insurance program for people 65 or older, people with certain disabilities, and people with end-stage renal disease.

Social Security administers while the Center for Medicare and Medicaid Services (CMS) regulates the program.

Medicare members were mailed new ID cards beginning 2018

Members can call Social Security at 1-800-772-1213 to order a new card

Medicare Annual Enrollment Begins 10/15!



Medicare works with Medicaid

Under one program, the *billing process is more efficient and accurate*

One customer service phone number for both Medicare and Medicaid questions

Team of medical professionals available to *coordinate care* with doctors, hospitals, and pharmacies

CareOregon Advantage members should not be affected by CCO 2.0 or HealthShare of Oregon 2.0 changes, but we know some have.



WHAT'S NEW IN 2021?



Premium and Deductible

\$0

monthly premium
annual deductible



Doctor visits (primary care)



Specialist visits



Eye exams and glasses



Silver&Fit fitness program



Meal delivery after hospital stays



24/7 nurse advice line

\$0

copay



OTC plus Debit Card — now with food!

\$190 per quarter for over-the-counter health items and now healthy foods, too.

Get up to

\$760

per year



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Primary Care Provider (PCP)
PRISM HEALTH
503-445-7699

Primary Dental Provider (PDP)
NORTHEAST DENTAL CLINIC
503-988-6942

Mental Health & Substance Use Plan 
CareOregon 503-416-4100





popec@careoregon.org

Caroline Pope

Member Engagement Supervisor

